

Vermont Integrated Services Initiative
A Quick Reference:
Services for People with Co-Occurring Conditions

When a person calls asking for information about services for people with co-occurring conditions:

I. Emphasize:

1. We are glad that you called (A Welcoming Environment).
2. There are services and support for people who are dealing with both mental health issues and addiction.
 - a. We have a list of treatment services
 - b. We have the names of self help groups
 - c. Let them know if your agency has services
 - d. We have other community resources
3. Provide Concrete Information
Ask the person requesting services:
“Would you like the names, phone numbers, and contact names of any of these services or do you want to speak to someone here about our services?”

II. Treatment Services Information

Names of treatment programs and treatment options available.

III. Self-Help Groups

- a. Names of the available self-help groups for people with a Co-Occurring disorder,
- b. Where the groups meet,
- c. When the groups meet,
- d. Times that the groups meet,
- e. Contact name and number for person/s running groups, and
- f. Eligibility to attend (if the group is at a treatment program specify if the group is open to people not in treatment at that agency).

Additional TIPS

- If the person comes to the agency give them information that they can take with them.
- Before disengaging ask the person: How can I assist you in your efforts to make the next step?
- Let the person requesting information about services know that we are expanding support to people who are dealing with both mental health issues and addiction because there are many who would benefit. *They are not alone.*

Please use the Quick COD Reference and let us know if you make changes that improve it. We can be contacted at kbrowne@vdh.state.vt.us) or 802 652- 2025.

(Developed by the University of Oklahoma OK-COSIG Evaluation team, June 2006)